

Remington Arms Co., Inc.
Product Service
Legal Case #:4843

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
210749	11/17/2010	10/25/2010	11/18/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Edward J	Loughlin, Jr	542 Chestnut St	Emmaus	PA	18049		H 610-966-2197

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S FSR	Concern:1007 Fired on Safe Release			
C				

10/25/10 Per call from Loughlin, he saw the CNBC broadcast and said his wife had an FSR with his rifle about 20 yrs ago and she swore she did not touch the trigger. Now he wants to get it repaired. I asked how he cleans the trigger and he said he puts RemOil on it. He said that last year he pulled the trigger and it did not fire however he's never experienced a FSR with the rifle.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/30-06 SPR	n/a	6293770	DT	1/1/1970
Date Purchased	Where Purchased	Accessories	Original Owner			
	JERRYS OLYPHANT PA		U			

CONCERN:MISSFIRES

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion, replace TPA, clean at BLSM price						

Repair/Replacement Cost	Repair/Replacement Date
30.23	11/18/2010

10/25/10 Sending box, 1151993 and ARS.cm 11/18/10 Per Loughlin, charges approved.cm Per Ilion, trigger assm is contaminated with a dried and sticky lubrication residue causing parts to work sluggish and bind.can offer to replace trigger plate assm,clean and test fire under bolt lock program for \$20.00 + shipping.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/18/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	THE FIRST TIME I CHECKED THE TRIG PULL THE SEAR WOULD NOT MOVE. I HAD TO FREE THE SEAR TO GET READINGS.
	Description		22" 30-06 SPR
	Date Code		DT
	Bore Plugged	False	
	Bulged	False	

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=4843&Type=Case>

11/18/2010

Barrel	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	SLUGGISH
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.008
	Notch	Slightly Worn; Not Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY AND STICKY, TRIG IS BINDING, SEAR SLUGGISH
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

11/19/10 11:19:00

frmRepairMain - FGI Repairs

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Location

frmRIInquiry - Repair Inquiry

Repair Number: **RE00210749** Serial: 6293770 Model: 700 Center Fire Caliber: 3006 Repairman: Bruce Travis
 Verify Repair Status: Invoice Hold 11/19/2010 10:59:31 AM

ADDRESS INFORMATION

Customer ☒ Received from **Return To** ☒ Received from
 Name: EDWARD LOUGHLIN EDWARD LOUGHLIN
 Address: 542 CHESTNUT ST. 542 CHESTNUT ST.
 Address 2: PO Box PO Box
 City: EMMAUS EMMAUS
 State: PA Zip Code: 18049 Country: US PA Zip Code: 18049 Country: US

FFL

Contact / Condition Problems Estimate History Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2	Shipping Hold	Current Status
11/17/2010 3	New	lopatafi	Repair Added		<input type="checkbox"/> Shipping Hold	Invoice Hold
11/18/2010 5	Maint	Travisbw	Repair Maintenance	Status: R	<input type="checkbox"/> Interface Hold	11/19/2010 10:59:31 AM
11/18/2010 5	Estimate	Travisbw	Estimate Update	Status: A	<input type="checkbox"/> Estimate Sent	bordenla
11/18/2010 5	Expedite	pencerl	From: Repair Bench To: Appr		<input checked="" type="checkbox"/> Parts Received	Packing
11/18/2010 6	Approval...	System	Immediate SAP Allocation		<input checked="" type="checkbox"/> Passed Inspection	Repair Location
					<input type="checkbox"/> Return as Received	ILN
					<input checked="" type="checkbox"/> Has Been Approved	Current Location
					<input type="checkbox"/> Internal Repair	ILN
					<input type="checkbox"/> Exclude TATC	Transfer Number

Repair Search

Refresh

Close

frmRIInquiry - Repair Inquiry

nagletj - ILNProd frmRepairMain NAGLETJ Friday, Nov 19, 2010 11:17 AM

Ustart 13 Microsoft... 2 Internet E... frmRepairMain... Part Search b... 3 Microsoft... SAP Logon 710 11:18 AM

RECEIVED
 NOV 22 2010

BY:

BARBER - Kinzer PPS GAL RE 0011342

PS 13230

Remington®

4843

2211
DF 9/70
1008
4#

October 25, 2010

Edward J Loughlin, Jr
542 Chestnut St.
Emmaus, PA 18049

Subject: #4843, Model 700

Dear Mr. Loughlin,

Per our conversation, enclosed is a prepaid UPS ground shipping label for shipment of the firearm to our factory. Please include a copy of the attached letter with the firearm. **The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly.** Please mark the ends of the box with "Supry".

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you as a loyal Remington customer.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

Serial Number:

6293770

Model: 700



RE00210749

TRIG. ASSM. IS CONTAMINATED
WITH A DRIED + STICKY LUBRICATION
RESIDUE CAUSING PARTS TO WORK
SLOGGISH + BIND. CAN OFFER TO
REPLACE TPA, CLEAN + TEST FIRE
UNDER BOLT LOCK PROGRAM
Ron @ 20.00 + ship

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

BARBER - Kinzer PPS GAL RE 0011343

PS 13231

NOTE: Please complete and print this form, and then include it with your firearm.

Model Number: REMINGTON 700		Serial Number: 6293770	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: EDWARD J KOLUHIAN JR		Date of Purchase: 1970	
Address (no PO Boxes): 542 CHESTNUT ST			
City: EMMANUS	State: PA	Zip: 18049	
Phone (Daytime): 6109662197		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent)			
E-mail Address:			
<input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence:			
<p>1- MIS FIRE</p> <p>4 TIMES SQUEEZED TRIGGER & NO FIRE 5TH TIME IT FIRED.</p>			
500 characters left			
Ammunition Information: REMINGTON			
Manufacturer: REMINGTON		Type: 150 GRAIN 3006	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information: NO FACTORY LOADS			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	

REMINGTON,

ABOUT 20 YEARS UNLOADING MY
REM 700 3006 I TOOK SAFETY OFF SO
I COULD MOVE BACK TO UNLOAD GUN
AND IT MISFIRED. NO TRIGGER WAS
TOUCHED AT ALL. I COULDN'T EXPLAIN
WHAT I DID. AFTER SEEING THE SHOW
ON MSNBC ABOUT THE REM 700 MISFIRE
PROBLEM IT ALL CAME BACK TO ME
WHAT HAPPENED TO ME. LAST YEAR I
WENT TO SQUEEZE A ROUND OFF AND
NOTHING HAPPENED. BY THE TIME
I PUT THE 5TH ROUND IN IT FIRED.

AFTER 40 YEARS OF OWNING THIS
FIRE ARM I LOVE TO SHOOT IT & I DON'T
WANT A MISS FIRE AGAIN OR PASS THE
PROBLEM ON TO SOMEONE ELSE. PLEASE
LET ME KNOW FIRST ANY COST OF
PARTS I MAY HAVE TO PAY FIRST WITH
A PHONE CALL - 610 966 2197.

THANK YOU
Edward J. Loughlin Jr.

EDWARD J LOUGHLIN JR

REM 700 3006 S-6293770

Remington.

www.remington.com

Remington Arms Company, Inc.
870 Remington Drive
P. O. Box 700
Madison, NC 27025-0700

ARS LABEL REQUEST FORM

DATE:	10/25/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL		XXXXXXXXXXXXX I WILL MAIL	
DESCRIPTION: 700 6293770			

LABEL INFORMATION

MAIL LABEL TO:	Edward J Loughlin Jr 542 Chestnut St Emmaus, PA 18049
RETURN ITEM TO:	Rem Product Service

PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR

4XX596 OCT 26, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING 174XX5969066206961
REF 1: EDWARD J LOUGHLIN JR/CD/CM
REF 2: 700/6293770

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG: SVC T/P USD
DV 0.00 COD 0.00 RS 0.50
DC 0.00 DCD 0.00 SD 0.00
AH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 7.45 PUB+HANDLING 7.45









